

# Cosmetic Consultation Cancellation Policy

Effective 1/1/17

Heartland Plastic and Hand Surgery is committed to providing all patients with exceptional care. Part of that care is reserving a private consultation room for cosmetic surgery patients for up to one hour. When a patient does not show for their appointment or cancels without giving enough notice, they prevent other patients from being seen. For this reason, we have implemented the following Cosmetic Consultation Cancellation Policy:

## Scheduling Fee

Our policy stipulates that there is no charge for any non-insurance cosmetic surgery consultation provided by Dr. Deisher or Dr. Humphrey given that you arrive for your appointment at the appointed time. Our office does require a credit card *deposit* of \$100.00 in order to hold the scheduled appointment date and time. The deposit is 100% guaranteed and refundable to the patient at the time of the visit. Our office will send an appointment reminder text message 2-5 days prior to the scheduled consultation as long as we have your correct mobile number and it is capable of receiving text messages.

- The credit card used for the scheduling fee must be present at the consultation so the refund can be issued.
- If a check was used to reserve the room, the non-cashed check will be returned at the consultation.

## Insurance-based Consultations

\*When an appointment is not considered to be cosmetic (insurance is involved), the consultation is not free of charge and will be sent to your insurance for processing, at which time you will be billed for any co-pays, co-insurance, and/or deductibles. Any pre-paid scheduling fees will be refunded immediately as the free consultation policy DOES NOT apply to insurance consultations with physician.

## No-Show/Late Arrival/Cancellation

Heartland Plastic Surgery must receive notification **at least 24 hours in advance** if you are unable to keep your appointment in order to have your \$100 scheduling fee refunded.

- If the patient arrives more than 15 minutes late for their appointment time, a decision will be made by the physician if time allows for the patient to still be seen or if they will need to reschedule. If rescheduling is necessary, another \$100 scheduling deposit will need to be collected.
- All insurance no-shows, late cancellations and late reschedules will be determined on an individual case-by-case basis.

ALL SCHEDULING FEES WILL BE DEDUCTED OFF THE PRICE OF THE SURGERY SHOULD THE PATIENT DECIDE TO SCHEDULE A SURGERY WITHIN 6 MONTHS FOLLOWING THEIR CONSULTATION.